

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 2, 2018/2019

**BPR2034 – BUSINESS PROCESS REENGINEERING**  
( All sections / Groups )

1 MARCH 2019  
9.00 a.m – 11.00 a.m  
( 2 Hours )

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### INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 3 pages with **FOUR (4)** Questions only.
2. Answer all **FOUR (4)** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answer in the Answer Booklet provided.

**QUESTION 1**

a. Define the term 'Business process reengineering (BPR)'.  
(4 marks)

b. List and describe the 6 phases of the business process reengineering (BPR) methodology as suggested by Hammer and Champy.  
(21 marks)

**(Total: 25 marks)**

**QUESTION 2**

a. Define the term 'Kaizen'.  
(1 marks)

b. Explain the Kaizen 5S Framework.  
(10 marks)

c. Illustrate and describe the Kaizen cycle for continuous improvement.  
(14 marks)

**(Total: 25 marks)**

**QUESTION 3**

a. Define the term 'artificial intelligence'?  
(5 marks)

b. List and describe 5 risks of using artificial intelligence (AI).  
(20 marks)

**(Total: 25 marks)**

**Continued .....**

**QUESTION 4**

- a. What is a flowchart? Describe elements of a flowchart. (2 marks)
- b. Internet has changed the way customers order and buy books. Using a flowchart, draw the process of ordering new and used books from Amazon.com. (23 marks)

**(Total: 25 marks)**

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